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**LINE SIDER**  
global IP communications

DOCKET FILE COPY ORIGINAL

VIA OVERNIGHT MAIL

August 9, 2005

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Re: **WC Docket 05-196**  
**Subscriber Notification and Acknowledgement Status and Compliance Report**  
**LineSider Communications, Inc.**

Dear Ms. Dortch:

Enclosed, please find an original and four copies of LineSider Communications, Inc.'s, Notification and Acknowledgement Status and Compliance Report. If you have any questions regarding this material please feel free to contact me.

Very truly yours,



Matthew W. Collins  
VP, Legal  
LineSider Communications, Inc

CC: Byron McCoy  
Kathy Berthot  
Janice Myles  
Best Copy and Printing

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AUG 10 2005

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**LineSider Communications, Inc.,  
Subscriber Notification and Acknowledgement Status and Compliance Report  
FCC WC Docket No. 05-196**

- 1. A Detailed Description of all actions the provider has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers.**

On July 13, 2005, LineSider sent an email to all of its end-user subscribers, attached to which was the following document:

**ACKNOWLEDGEMENTS REGARDING ZERO-1 VOICE SERVICES  
AND 911-TYPE SERVICES**

**INTRODUCTION**

Pursuant to the Federal Communications Commission's VoIP E911 Order (WC Docket Nos. 04-36 and 05-196, FCC 05-116, released June 3, 2005), ¶¶ 48-49, and Section 9.5(e) of the FCC's rules, all interconnected VoIP providers are required to "advise every subscriber, both new and existing, prominently and in plain language, the circumstances under which E911 Service may not be available through the interconnected VoIP service or may be in some way limited by comparison to traditional E911 service."

Because LineSider is providing Zero-1 Voice Services to you we are obligated to make certain disclosures to you regarding the 911 services, and to obtain and retain your acknowledgment of having received and understood these disclosures. We request that, no later than July 28, 2005, you sign and return to us the acknowledgment at the end of this letter to acknowledge that you understand the limits of the 911 capabilities of LineSider Communications, Inc's Zero-1 Voice Services, and to acknowledge that you will inform your end-users of these limitations.

"911-type Services" means functionality that allows end-users to contact emergency services, including, without limitation, police, and fire and hospital medical services. 911-type Services may include Enhanced 911-type Service ("E911"), which has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the subscriber location and to transmit the identification of the subscriber location and telephone number (subject to the obligations to provide and maintain the subscriber location information). Enhanced 911-type Service is not immediately available in all areas, and is subject to the capabilities of the local PSAP.

**ZERO-1 VOICE SERVICE**

Zero-1 Voice Service currently supports 911-type Services utilizing the 911 infrastructure to complete calls to an emergency service dispatcher, in those rate centers where such service is available and you have chosen to activate it. You acknowledge and understand that 911-type dialing is NOT automatic, that you must take affirmative steps to effectuate such 911-type Services for each of your end-users and that such 911-type Services are different in a number of important ways from traditional 911 service as set forth below.

You acknowledge and understand that subject to the limitations set forth below, every end-user must provide an end-user location for each telephone number (in the form of a valid street address) and you are responsible for correctly and timely maintaining and updating such location information in the manner prescribed by LineSider.

You acknowledge and understand that 911-type Services will not be available to a particular end-user in the event of the assignment of a telephone number to a location outside of the geographic rate center associated with such telephone number; or the relocation of the calling device to which a telephone number has been assigned to a location away from the registered end-user location associated with such telephone number; or you fail to maintain and/or update end-user location information as required to enable that information to be registered in the local telephone company's Automatic Location Information database.

You acknowledge and understand that 911-type Services will not be available to a particular end-user in the event of an outage, degradation or other disruption of electric power at the end-user location.

You acknowledge and understand that 911-type Services will not be available to a particular end-user in the event of an outage, degradation or other disruption of the end-user broadband Internet connection.

You acknowledge and understand that 911-type Services will not be available to a particular end-user in the event of a suspension of your account as a result of nonpayment or other breaches by you.

Zero-1 Voice Service does not support 911-type Services in rate centers where these services are not available or if it is available and you have not chosen to activate it. You acknowledge and understand that: a call placed to 911 using Zero-1 Voice Services in these areas or if you have chosen not to activate it will attempt to complete, but it will not utilize the 911 infrastructure to selectively route calls to the primary 911 provider; the 911 call may or may not complete and if it does complete, it may complete to a 911 dispatcher or to a general or administrative line; and such administrator may or may not be specifically designated to receive the incoming 911 call and there may be a greater possibility that the general or administration line may produce a busy signal or will take longer to answer or not be answered at all; the 911 call may be completed to a 911 dispatcher (or to a general or administrative line) in a different geographic location than the caller's location; the caller's location information will not be displayed; and the callback number may or may not be displayed. The caller needs to communicate their location and phone number to the individual answering the call.

You acknowledge and understand all of the limitations and obligations set forth above for Zero-1 Voice Service shall apply in the event such 911 calls are attempted in rate centers where 911-type service is not offered.

**NEXT STEPS**

You should notify any end-user of the Zero-1 Voice Services who may place calls, of these 911 limitations.

Please evidence your acknowledgement by signing where indicated on the next page and returning this notice via facsimile to 617-241-5260 and then forwarding the original copy to LineSider Communications, Inc., Suite 1M3, 529 Main St., Charlestown, MA 02129, ATTN: Legal Department.

LineSider appreciates in advance your support and compliance and we look forward to continue to provide you with superior VoIP services. Please be advised, in the event that LineSider does not receive timely acknowledgement, LineSider may be required by the FCC to terminate or suspend the applicable Zero-1 Voice Services. If you have any questions, please contact me at 303-239-1044.

Yours truly,

Dag Holmboe  
SVP, Commercial Operations  
LineSider Communications, Inc.

**ACKNOWLEDGEMENTS TO LINESIDER COMMUNICATIONS**  
**REGARDING ZERO-1 VOICE SERVICES**  
**AND 911-TYPE SERVICES**

I hereby acknowledge that:

- (1) My company understands the 911 limitations of the Zero-1 Voice Service;
- (2) My company will inform its end-users of the 911 limitations of the LineSider Zero-1 Service, and will obtain and retain their acknowledgements of receiving and understanding this information;
- (3) My company will distribute warning stickers or other appropriate labels, as provided by LineSider, warning end-users of 911 limitations; and
- (4) I have authority to make this acknowledgement on behalf of my company.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

Also on July 13<sup>th</sup> 2005, LineSider sent an email to all of its wholesale customers, attached to which was the following document:

**ACKNOWLEDGEMENTS REGARDING ZERO-1 VOICE SERVICES  
AND 911-TYPE SERVICES**

**INTRODUCTION**

Pursuant to the Federal Communications Commission's VoIP E911 Order (WC Docket Nos. 04-36 and 05-196, FCC 05-116, released June 3, 2005), §§ 48-49, and Section 9.5(e) of the FCC's rules, all interconnected VoIP providers are required to "advise every subscriber, both new and existing, prominently and in plain language, the circumstances under which E911 Service may not be available through the interconnected VoIP service or may be in some way limited by comparison to traditional E911 service."

Because LineSider is providing Zero-1 Voice Services to you (for resale), we are obligated to make certain disclosures to you regarding the 911 services, and to obtain and retain your acknowledgment of having received and understood these disclosures. In addition, since you are an "interconnected VoIP provider," you are required to make similar disclosures to your subscribers, and obtain and retain their acknowledgments. We request that, no later than July 28, 2005, you sign and return to us the acknowledgement at the end of this letter to acknowledge that you understand the limits of the 911 capabilities of LineSider Communications, Inc's Zero-1 Voice Services, and to acknowledge that you will comply with your obligation to inform your subscribers of these limitations.

"911-type Services" means functionality that allows end users to contact emergency services, including, without limitation, police, and fire and hospital medical services. 911-type Services may include Enhanced 911-type Service ("E911"), which has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the subscriber location and to transmit the identification of the subscriber location and telephone number (subject to the obligations to provide and maintain the subscriber location information). Enhanced 911-type Service is not immediately available in all areas, and is subject to the capabilities of the local PSAP.

**VOICE PLUS**

Voice Plus supports 911-type Services utilizing the 911 infrastructure to complete calls to an emergency service dispatcher. You acknowledge and understand that 911-type dialing is NOT automatic, that you and your subscribers must separately take affirmative steps to effectuate such 911-type Services and that such 911-type Services is different in a number of important ways from traditional 911 service as set forth below.

You acknowledge and understand that subject to the limitations set forth below, every subscriber must provide a subscriber location (in the form of a valid street address) and you and your subscribers are responsible for correctly and timely inputting, validating, maintaining and updating such subscriber location information in the manner prescribed by LineSider.

You acknowledge and understand that 911-type Services will not be available to a particular subscriber in the event of the assignment of a telephone number to a subscriber location outside of the geographic rate center associated with such telephone number; or the relocation of the calling device to which a telephone number has been assigned to a location away from the registered subscriber location associated with such telephone number; or you or your subscriber fail to or are delayed in maintaining and updating subscriber location information as required to enable that information to be registered in the local telephone company's Automatic Location Information database.

You acknowledge and understand that 911-type Services will not be available to a particular subscriber in the event of an outage, degradation or other disruption of electric power at the subscriber location.

You acknowledge and understand that 911-type Services will not be available to a particular subscriber in the event of an outage, degradation or other disruption of the subscriber broadband Internet connection.

You acknowledge and understand that 911-type Services will not be available to a particular subscriber in the event of a suspension of your account as a result of nonpayment or other breaches by you.

**VOICE STANDARD SERVICES**

Voice Standard Services do not support 911-type Services. You acknowledge and understand that: a call placed to 911 using Voice Standard Services will attempt to complete, but it will not utilize the 911 infrastructure to selectively route calls to the primary 911 provider; the 911 call may or may not complete and if it does complete, it may complete to a 911 dispatcher or to a general or administrative line; and such administrator may or may not be specifically designated to receive the incoming 911 call and there may be a greater possibility that the general or administration line may produce a busy signal or will take longer to answer or not be answered at all; the 911 call may be completed to a 911 dispatcher (or to a general or administrative line) in a different geographic location than the caller's location; the caller's location information will not be displayed; and the callback number may or may not be displayed. The caller needs to communicate their location and phone number to the individual answering the call.

You acknowledge and understand all of the limitations and obligations set forth above for Voice Plus shall apply to Voice Standard in the event such 911 calls are attempted.

**NEXT STEPS**

You and your subscribers should notify any user of the Zero-1 Voice Services who may place calls, of these 911 limitations.

Please evidence your acknowledgement by signing where indicated on the next page and returning this notice via facsimile to 617-241-5260 and then forwarding the original copy to LineSider Communications, Inc., Suite 1M3, 529 Main St., Charlestown, MA 02129, ATTN: Legal Department.

LineSider appreciates in advance your support and compliance and we look forward to continue to provide you with superior VoIP services. Please be advised, in the event that LineSider does not receive timely acknowledgement, LineSider may be required by the FCC to terminate or suspend the applicable Zero-1 Voice Services. If you have any questions, please contact me at 303-239-1044.

Yours truly,

Dag Holmboe  
SVP, Commercial Operations  
LineSider Communications, Inc.

**ACKNOWLEDGEMENTS TO LINESIDER COMMUNICATIONS**  
**REGARDING ZERO-1 VOICE SERVICES**  
**AND 911-TYPE SERVICES**

I hereby acknowledge that:

- (1) My company understands the 911 limitations of the Voice Standard and Voice Plus Services;
- (2) My company will inform its subscribers of the 911 limitations of the Voice Standard and Voice Plus Services, and will obtain and retain their acknowledgements of receiving and understanding this information;
- (3) My company will distribute warning stickers or other appropriate labels warning subscribers of 911 limitations; and
- (4) I have authority to make this acknowledgement on behalf of my company.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

LineSider maintains a database of all relevant information pertaining to our subscriber base. This database has been expanded to include data fields for when each of our subscribers was contacted and the method used for contacting the subscriber. Additionally the database tracks whether or not that subscriber has returned the necessary acknowledgment to LineSider. On July 22, 2005, LineSider Technical Service staff phoned all those subscribers that had not returned the acknowledgment by that date, asking them to please do so. On July 26, 2005, e-mails were sent to all of those subscribers who had not yet responded, once again enclosing the documents described above. These emails were followed up with additional telephone calls to those subscribers on July 26, 2005.

2. **A quantification of how many of the provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom they do not expect to receive an acknowledgment by August 29, 2005.**

As of August 9, 2005, LineSider has received an affirmative acknowledgement from 57% of its subscribers. Based on telephone communications with subscribers to date, LineSider estimates that it will have received an affirmative acknowledgement from nearly all of its subscribers by August 29, 2005.

3. **A detailed description of whether and how the provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service.**

On July 26, 2005, LineSider sent overnight packages to all of its end-user subscribers, containing warning labels, in sufficient quantity, to be placed on or near all of their respective CPE. Below is the text of the correspondence and an actual example of the label used.

July 25, 2005

Dear LineSider Customer,

As the next step in our compliance with the Federal Communication Commission's ("FCC") VoIP E911 Order (WC Docket Nos. 04-36 and 05-196, FCC 05-116, released June 3, 2005), and Section 9.5(e)(3) of the FCC's rules, please find attached 'warning labels,' that must be distributed to users of the LineSider Zero-1 Voice Service to be placed in a visible location "on or near the equipment used in conjunction with the service."

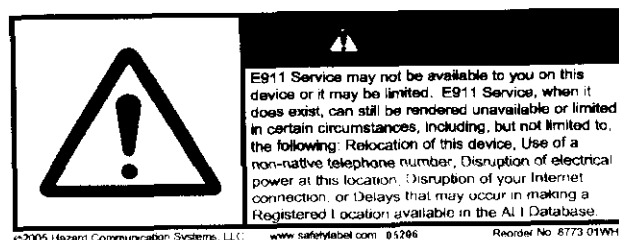
Equipment used in conjunction with the service may include the following devices:

- IP Phones
- Analog Telephone Adaptors (ATA)
- Integrated Access Devices (IAD)
- IP Trunking Devices
- Policy Enforcement Points (PEP)

Please take the time to ensure that these labels are placed in a location visible to the user on or near the equipment that comprises your Zero-1 Voice Service. If you have any questions, please do not hesitate to contact us.

Best Regards,

Dag Holmboe  
SVP Commercial Operations  
LineSider Communications, Inc.



4. **A quantification of how many subscribers, on a percentage basis to whom the provider did not send the advisory described in the first bullet above and/or to whom the provider did not send warning stickers or other appropriate labels as identified in the bullet immediately above.**

Subscribers, on a percentage basis to whom LineSider did not send the advisory: 0%

Subscribers, on a percentage basis to whom LineSider did not send warning stickers: 0%

(It should be noted that LineSider wholesales its VoIP service to several customers for resale by those customers. In those instances where the wholesale customer is not also a subscriber to the service themselves LineSider did not provide them with warning labels.)

5. **A detailed description of any and all actions that provider plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's VoIP service with the Company no later than August 30, 2005.**

LineSider will, in the days before August 30, 2005, be engaged in e-mailing a notice to all subscribers who have yet to return the acknowledgement, warning them that if they do not return the acknowledgement to LineSider by August 29, 2005 that LineSider will discontinue their service as of August 30, 2005 and until such time as the acknowledgement is received. The e-mail will be followed up with direct phone calls to subscribers as well.

On August 30, 2005 LineSider will discontinue the service to all subscribers who have not complied.

6. **A detailed description of how the provider is currently maintaining any acknowledgements received from its subscribers.**

Once a signed acknowledgment has been returned to LineSider, the subscriber database is revised to reflect that it has been received. Hard copies of the acknowledgment are maintained as well.

7. **The name, title, address, phone number, and email address of the person(s) responsible for the Company's compliance efforts with the VoIP E911 Order.**

Matthew W. Collins  
VP, Legal  
LineSider Communications, Inc.  
529 Main St  
Charlestown, MA 02129  
617-671-0019  
[Matt.collins@linesider.net](mailto:Matt.collins@linesider.net)